

GM CUSTOMER CARE AND AFTERSALES
DCS4601
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 30, 2017

Subject: Takata Bankruptcy Notices

Models: All Involved GM Vehicles

To: All Buick, Cadillac, Chevrolet and GMC Dealers

Attention: General Manager, Service Advisor, Service Manager, Parts and Service Director, Parts Manager, Used Vehicle Sales Manager

TK Holdings Inc. ("Takata") recently mailed a legal notice regarding its chapter 11 bankruptcy case to owners of vehicles equipped with Takata-manufactured air bag inflators containing phase-stabilized ammonium nitrate propellant.

If you receive inquiries from these vehicle owners about this notice, please advise them of the following:

- The notice you received was not sent by General Motors.
- The notice was sent by Takata in connection with the proof of claim deadline in the Takata bankruptcy case.
- General Motors cannot provide you with legal advice regarding the Takata bankruptcy, but if you have questions about the notice, you can contact the Takata Airbag Inflator Claim and Notification Center at 833-619-7579, send an email to tkppic@primeclerk.com, or visit TKRestructuring.com/PPIC.
- General Motors can provide you with information on whether your GM vehicle is subject to a recall involving the suspect Takata air bag inflators and what to do with regard to getting your vehicle repaired. However, GM did not send this notice and we don't have further information to provide on the notice you received from Takata.

If a customer contacts your dealership regarding the Takata legal notice, you should check the vehicle's VIN on the IVH screen in the Global Warranty system to determine the status of any open recalls on the vehicle. If the status shows "open", parts are available and the associated recall bulletin has been released. In such cases, please schedule a service appointment for the owner so the vehicle can be immediately repaired. If the status shows "closed", the repair has already been completed and no further action is necessary. If the status shows ""Incomplete – Remedy Not Yet Available", replacement parts are not available and the associated recall bulletin has not been released. In such cases, please inform the vehicle owner that GM will notify them when the parts needed to repair their vehicle are available, so they can schedule a service appointment.

END OF MESSAGE
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